

APPENDIX 7

TRAFFIC MANAGEMENT INSTRUCTIONAL PROGRAM GUIDE

SECTION 1. INTRODUCTION

This IPG includes information about the following two development stages:

I. FAA Academy Training (Course 50115).

II. Facility Traffic Management Coordinator Training (Course 55116).

SECTION 2. STAGE I: FAA ACADEMY TRAINING TRAFFIC MANAGEMENT TRAINING (COURSE 50115)

GENERAL: The purpose of this stage is to train Full Performance Level Air Traffic Control Specialists selected for Traffic Management Coordinator positions, as well as, supervisors and other personnel required to perform Traffic Management duties.

This stage of training is administered in two parts: classroom instruction and classroom/laboratory environment.

PREREQUISITE:

Full Performance Level Air Traffic Control Specialist from the Terminal or En Route option. Non-traffic management supervisors, managers, staff specialists, and other personnel who need to have a general knowledge of the Traffic Management system may attend Course 50115.

Course 50115 is not mandatory for anyone certified as a Traffic Management Coordinator prior to October 1, 1993.

CLASSROOM TRAINING:

The classroom portion of training is administered using lesson plans developed by the FAA Academy.

**CLASSROOM/LABORATORY
TRAINING:**

This training is administered in a classroom/laboratory environment, utilizing FAA Academy prepared instructional materials and a synthetic control area.

1. **LESSON OVERVIEW:**

- a. **LESSON 1. INTRODUCTION.** This includes an introduction of the instructional staff, course overview, class schedule, and participant introduction.
- b. **LESSON 2. TRAFFIC MANAGEMENT SYSTEM/UNIT OVERVIEW.** This lesson presents a brief overview of the history, present status, and future of the Traffic Management System. The documents and operational positions of the Traffic Management Unit are discussed.
- c. **LESSON 3. TRAFFIC MANAGEMENT WORKSTATION (TMW).** This lesson will give the TMSIT knowledge of the Traffic Management Workstation in a "hands-on" laboratory environment.
- d. **LESSON 4. SEVERE WEATHER MANAGEMENT (SWM).** This lesson describes procedures used in Severe Weather Management initiatives.
- e. **LESSON 5. GROUND DELAY PROGRAM (GDP).** This lesson discusses the procedures required to implement a Ground Delay Program.
- f. **LESSON 6. ROUTES.** This lesson describes the purpose of and procedures associated with preferred routes, non-preferred routes and the National Route Program (NRP).
- g. **LESSON 7. TRAFFIC FLOW MANAGEMENT (TFM).** This lesson discusses the terms, concepts, and procedures used in TFM initiatives. This includes the implementation of a Departure Sequencing Program (DSP) and an En Route Sequencing Program (ESP). It also includes an examination of the Arrival Sequencing Program (Metering) and the Tower En Route Control (TEC) service.
- h. **LESSON 8. ENHANCED TRAFFIC MANAGEMENT SYSTEM (ETMS).** This lesson allows the TMSIT to gain hands-on experience with the ETMS.
- i. **LESSON 9. WEATHER COORDINATOR (WC).** This lesson discusses the duties of a Traffic Management Weather Coordinator.
- j. **LESSON 10. MISSION COORDINATOR (MC).** This lesson discusses the duties of a Mission Coordinator.
- k. **LESSON 11. CONTINGENCY PLAN.** This lesson covers the purpose and application of the Traffic Management Contingency Plan and the Contingency Command Post.
- l. **LESSON 12. COOPERATIVE COMMUNICATION.** This lesson presents communication skills via scenarios unique to Traffic Management and provides the student an opportunity to discuss the day-to-day communication with various facilities and levels of management.
- m. **LESSON 13. AIRPORT CAPACITY.** This lesson describes factors that affect airport capacity and the impact on the National Airspace System.

NOTE. The above listed lessons are not arranged in a priority teaching sequence. This is simply a list of available subject areas. The Academy will determine the lesson sequence based on resource availability and course continuity. This is resident course material and is not available for field distribution.

2. LESSON OBJECTIVES:

a. LESSON 1. This lesson introduces the TMSIT to the instructional staff. Included in this lesson are participant introduction, class schedule, Aeronautical Center orientation, and the completion of necessary forms.

b. LESSON 2. With applicable references and in accordance with FAA Orders 7110.65, 7210.3, 1100.123, and 1100.126 the TMSIT will be able to identify the following

- (1) Traffic Management System participants.
- (2) Traffic Management System programs.
- (3) Associated automation systems.
- (4) Terms and definitions associated with Traffic Management.
- (5) Operational positions and duties.
- (6) Major job functions of the Traffic Management Coordinator.
- (7) The relationship between capacity and demand.

c. LESSON 3. Using applicable references and the Traffic Management Workstation (TMW), the TMSIT will be able to:

- (1) Define the hardware terminology.
- (2) Identify the basic hardware configuration.
- (3) Identify the TMW operating system.
- (4) Describe log on/off procedures, windows, cursor movement, editing functions, and the help function.
- (5) Perform practice and lab exercises.

d. LESSON 4. Using applicable references and in accordance with Severe Weather Management procedures and Orders 7110.65 and 7210.3, the TMSIT will be able to:

- (1) Define the terms associated with Severe Weather Management initiatives.
- (2) Identify procedures for implementing a Severe Weather Management Initiative.
- (3) Describe the major job functions required to implement a Severe Weather Avoidance Plan (SWAP).

e. **LESSON 5.** Using applicable references and in accordance with Orders 7110.65 and 7210.3, the TMSIT will be able to:

- (1) Define terms associated with the implementation of a Ground Delay Program (GDP).
- (2) Identify procedures for implementing a GDP.
- (3) Describe the major job functions required to implement a GDP
- (4) Implement a GDP.

f. **LESSON 6.** Using applicable references and in accordance with Orders 7110.65, 7210.3, and the NRP Order, the TMSIT will be able to:

- (1) Identify the purpose of a preferred route
- (2) Identify the procedures used to develop, modify, or cancel a preferred route.
- (3) Identify the purpose of the National Route Program (NRP).
- (4) Describe the features and procedures related to the NRP.
- (5) Identify the TMC responsibilities associated with the NRP.
- (6) Identify the procedures for coordinating a non-preferred route.

g. **LESSON 7.** Using applicable references and in accordance with Orders 7110.65, 7210.3, the TMSIT will be able to:

- (1) Define terms and abbreviations associated with Traffic Flow Management (TFM).
- (2) Identify the procedures and job functions to implement TFM initiatives.
- (3) Discuss and implement a Departure Sequencing Program (DSP) and an En Route Sequencing Program (ESP).
- (4) Discuss Arrival Sequencing Program (ASP) (Metering).
- (5) Identify the requirements for recording and reporting delays in the OPSNET/NAPRS report.
- (6) Identify and describe the purpose and impact of a Tower En Route Control service.

h. **LESSON 8.** Given a Traffic Management Workstation, with references and in accordance with the Enhanced Traffic Management System (ETMS) Tutorial, and the ETMS Reference Manual, the TMSIT will be able to:

- (1) Activate the Aircraft Situation Display (ASD) and selected options.

- (2) Activate the Monitor Alert (MA) and selected options.
- (3) Analyze the cause and significance of an Alert and identify possible resolutions.
- (4) Retrieve and analyze various reports and statistics from the data base.
- (5) Activate the E-mail function and selected options.
- (6) Activate the Delay Manager function and selected options.
- (7) Activate other ETMS features.

i. **LESSON 9.** With references and in accordance with Orders 7210.38, 7110.65, and 7210.3, the TMSIT will be able to:

- (1) Describe the duties and responsibilities of the Weather Coordinator (WC) position.
- (2) Determine the proper dissemination for intra/interfacility SIGMET's.
- (3) Determine the proper dissemination for intra/interfacility Center Weather Advisories (CWAs) and Meteorological Impact Statements (MISs) via other than the Leased Service A System (LSAS).
- (4) Determine the urgency and proper dissemination of PIREPs.
- (5) Determine the appropriate dissemination of other weather information.
- (6) Determine the correct procedure for handling requests from outside sources for weather information.

j. **LESSON 10.** With references and in accordance with Orders 7110.65, 7610.4, and 7210.3, the TMSIT will be able to:

- (1) Define terms of reference associated with military activities.
- (2) Identify and describe the duties and responsibilities of the Mission Coordinator (MC).

k. **LESSON 11.** With references and in accordance with Orders 1900.46 and 1910.12, the TMSIT will be able to:

- (1) Identify alternate facilities responsible for providing National Traffic Management when the ATCSCC is inoperable.
- (2) State the purpose of the Contingency Command Post (CCP).
- (3) Identify facility Traffic Management responsibilities during a non defense national emergency.

l. LESSON 12. Given scenarios and in accordance with No Nonsense Communication by Donald Kirkpatrick, the TMSIT will be able to identify and describe:

- (1) Elements needed for basic communication.
- (2) Results of ineffective communication.
- (3) Barriers to communication.
- (4) Ingredients of successful communication.
- (5) Nonverbal communication.
- (6) Elements of good listening.
- (7) At least 4 situations in Traffic Management that are potential communication problem areas.

m. LESSON 13. With references and in accordance with Orders 7110.65 and 7210.3, the TMSIT will be able to:

- (1) Define terms of reference associated with airport and airspace capacity issues.
- (2) Identify conditions that impact airport capacity.
- (3) Describe how Traffic Management initiatives impact airport capacity.

3. EVALUATION:

a. A multiple choice test and/or workshop is given at the end of each lesson. In addition, a comprehensive review and multiple-choice test is given at the end of the course.

b. The TMSIT must score 70% or higher on the End-of-Course test to satisfactorily complete Course 50115. If the TMSIT fails to achieve at least 70% accuracy on the End-of-Course test, targeted training and a single retake of the test may be permitted with the concurrence of the Course Manager.

4. REFERENCES:

- a. FAA Order 1100.123, Standard Organization of Air Route Traffic Control Center
- b. FAA Order 1100.126, Standard Organization of Air Traffic Control Terminal Facility
- c. FAA Order 1900.46, Traffic Management Contingency Plan
- d. FAA Order 1910.12, Air Traffic Service Command Post
- e. FAA Order 7110.65, Air Traffic Control
- f. FAA Order 7210.3, Facility Operation and Administration
- g. FAA Order 7210.38, Center Weather Service Unit (CWSU)
- h. FAA Order 7610.4, Special Military Operations
- i. National Route Program
- j. Enhanced Traffic Management System (ETMS) ASD Tutorial
- k. Enhanced Traffic Management System (ETMS) ASD Reference Manual
- l. No Nonsense Communication, by Donald Kirkpatrick (First and Third Editions)
- m. ETMS Site Program Bulletins
- n. ETMS System Administration Manual
- o. ATCSCC Order 7200.4, Severe Weather and National Route Management SOP
- p. ZKC Order 7110.37E
- q. ZBW, ZOB, ZDC, ZNY, N90, and ATCSCC Severe Weather LOA
- r. Yearly State-of-the-System Reports
- s. Performance Measurement System For Major Airports Report
- t. Local Orders and SOPs
- u. FAA Order 7210.55, Operational Data Reporting Requirements

SECTION 3. STAGE II: FACILITY TRAFFIC MANAGEMENT QUALIFICATION AND CERTIFICATION (COURSE 55116 PART A)

GENERAL: The purpose of this stage is to provide the Traffic Management Specialist-in-Training (TMSIT) with local facility orientation and site specific training. Lessons shall include all applicable directives and procedures. Course 55116, Part A, supplements and reinforces Course 50115 training and prepares the TMSIT for on-the-job training. Part A of Course 55116 is not administered on a pass/fail basis. Upon completion of Course 55116, Part A, the TMSIT will proceed with Course 55116, Part B.

Portions of this course may be used for Traffic Management Specialists who have lost their currency or for Traffic Management Specialists who have transferred from another facility. Facilities shall decide which portions of Part A will be administered based on the needs of the specialist/facility.

PREREQUISITE:

Completion of Course 50115 or certification in the Traffic Management Unit prior to October 1, 1993.

Lessons 1 and 2 of Course 55116 may be completed by the TMSIT at the field facility before entering Course 50115 at the FAA Academy.

LOCATION:

Field Facility.

TRAINING LENGTH:

Part A: Up to 80 Hours.

Part B: Determine OJT hours for each operational position as described in FAA Order 3120.4.

ADMINISTRATION:

This training is conducted in a classroom/laboratory environment using an Academy developed outline and facility developed lesson plans, visual aids, and other media designed to support and pace all instruction. Facilities are encouraged to develop and conduct scenarios for use in the classroom/laboratory environment. Scenarios should depict Traffic Management problems that have been experienced by the facility or are likely to occur. NOTE: The Traffic Management Training Section of the FAA Academy, AMA-582, if requested and tasked, will assist and/or advise facilities with curriculum development.

1. **PART A: LESSON OVERVIEW:**

- a. **LESSON 1. INTRODUCTION.** This includes an introduction of the instructional and Traffic Management personnel, a course overview, and participant introduction.
- b. **LESSON 2. TRAFFIC MANAGEMENT OVERVIEW.** This lesson includes the facility Traffic Management mission and an outline of responsibilities and procedures.
- c. **LESSON 3. AIRSPACE REVIEW AND TRAFFIC FLOWS.** This lesson covers the facility map, common problem areas, and major route structures.
- d. **LESSON 4. TRAFFIC MANAGEMENT WORKSTATION (TMW).** This lesson includes site specific entries for the TMW including, but not limited to, Aircraft Situation Display (ASD), Monitor Alert (MA) and E-mail.
- e. **LESSON 5. SEVERE WEATHER MANAGEMENT (SWM).** This lesson introduces the TMSIT to local severe weather management procedures.
- f. **LESSON 6. TRAFFIC MANAGEMENT INITIATIVES.** This lesson includes site specific instruction in the development and management of Traffic Management initiatives. This would include all initiatives/programs for departure, en route, and arrival aircraft.
- g. **LESSON 7. ROUTES.** This lesson identifies preferred routes and discusses the National Route Program.
- h. **LESSON 8. TOWER EN ROUTE CONTROL (TEC).** This lesson includes the duties and responsibilities associated with managing Tower En Route Control service(s).
- i. **LESSON 9. WEATHER COORDINATOR.** This lesson includes basic meteorological systems, associated weather, and the responsibilities and duties of the Weather Coordinator.
- j. **LESSON 10. MISSION COORDINATOR.** This lesson describes the duties and responsibilities of the Mission Coordinator position.
- k. **LESSON 11. CONTINGENCY PLAN.** This lesson describes the role of Traffic Management during emergencies or other unusual situations.
- l. **LESSON 12. ADMINISTRATIVE AND OTHER DUTIES.** This lesson is provided for facilities to include miscellaneous administrative procedures. This may include, but is not limited to, procedures for opening and closing the TMU, locally required paperwork, KVDT entries, running DARTS and NTAPS, etc.

(The above listed lessons are not arranged in a priority teaching sequence. This is simply a list of available subject areas. Each facility will determine the lesson sequence based on resource availability and course continuity.)

2. COURSE OUTLINE: The following is a basic outline of items that may be covered in each lesson. The facility is responsible for determining which elements are applicable. Facilities may add necessary items. All applicable procedures in use at a facility shall be covered in a lesson. The lessons shall be developed at each facility, by facility personnel, using local procedures and directives.

a. LESSON 1. INTRODUCTION

- (1) Instructor introduction
- (2) Participant introduction
- (3) Traffic Management staff introduction
- (4) Course objective
- (5) Class schedule
- (6) Course overview
- (7) Administrative items
 - (a) Seniority policy
 - (b) Bidding days off
 - (c) Annual leave
 - (d) Sick leave
 - (e) Dress code
 - (f) Currency requirements
- (8) Change of role from controller to TMC

b. LESSON 2. TRAFFIC MANAGEMENT OVERVIEW

- (1) Chain of command- Role of ATCSCC
- (2) TMU position functions
- (3) Position relief checklists
- (4) Overview of facility Standard Operating Procedure (SOP)

c. LESSON 3. AIRSPACE REVIEW AND TRAFFIC FLOWS

- (1) International boundaries
- (2) Center boundaries
- (3) Terminal boundaries
- (4) Airport layouts and runway configurations
- (5) Major route structures
- (6) Special use airspace
- (7) Common problem areas
- (8) NAVAIDs
- (9) SIDs
- (10) STARs

d. LESSON 4. TRAFFIC MANAGEMENT WORKSTATION (TMW)

- (1) Duties of the system administrator
- (2) Fileserver and backup Fileserver location
- (3) Backup systems
 - (a) MICOMs
 - (b) Alternate strings
 - (c) Uninterruptible power sources
- (4) ETMS failures
- (5) KVDT entries for tie-in to host
- (6) Log in/Log out
- (7) ASD configurations/scripts
- (8) ASD
 - (a) Replay

- (b) Script use
 - (c) Report Requests
- (9) Monitor Alert
 - (a) Display
 - 1 normal
 - 2 abnormal
 - (b) Monitor Alert Parameter (MAP)
 - 1 initial (default) setting
 - 2 dynamic changes
 - (c) Notifications
 - (d) Documentation
- (10) Tool manager
- (11) Delay manager
- (12) E-mail
- (13) Logs
- (14) TM Shell
- (15) Route manager
- (16) Printers
 - (a) Select button
 - (b) Loading paper
- (17) ETMS software updates

e. LESSON 5. SEVERE WEATHER MANAGEMENT (SWM)

- (1) Terms
- (2) Weather data sources
 - (a) FSS
 - (b) ARTCC
 - (c) Airlines
- (3) ATCSCC severe weather management team
- (4) TM responses
 - (a) SWAP routes
 - 1 Implementation procedures
 - 2 Computer entries
 - 3 Impact on NAS
 - 4 Impact on local airspace
 - 5 Airport acceptance rate/Monitor alert parameter
 - 6 Holding patterns
 - (b) Impromptu routes
 - 1 Implementation procedures
 - 2 Computer entries
 - 3 Impact on NAS
 - 4 Impact on local airspace
 - 5 Airport acceptance rate/Monitor alert parameter
 - 6 Holding patterns
 - (c) Miles-in-trail
 - (d) Minutes-in-trail

- (5) Reporting and recording delays

f. LESSON 6. TRAFFIC MANAGEMENT INITIATIVES

- (1) Types

- (a) Special

- (b) Slot

- (c) For departure aircraft

- 1 Ground delay programs

- 2 Ground stops

- 3 Departure Sequencing Programs (DSP)

- (d) For en route aircraft

- 1 En route Sequencing Program (ESP)

- (e) For arrival aircraft

- 1 Arrival Sequencing Programs (ASP, Metering)

- (f) Development

- 1 When

- 2 Why

- 3 How

- 4 Impact on NAS

- (g) Management

- 1 Implementation procedures

- 2 Monitor

- 3 Modify

- 4 Cancel

- (h) Documentation

- (i) Analysis
- (j) Accountability

g. LESSON 7. ROUTES

- (1) Preferred/non preferred routes
- (2) STARs
- (3) SIDs
- (4) Special flight handling
 - (a) VIP movements
 - (b) Special interest flights
 - (c) Customs/DEA
- (5) Missile/shuttle launches
- (6) Oceanic routes
- (7) National Route Program (NRP)

h. LESSON 8. TOWER EN ROUTE CONTROL (TEC)

- (1) Structure
 - (a) Preferred routes and altitudes
 - (b) Peak periods for TEC traffic
- (2) Procedures
 - (a) Coordination
 - (b) Documentation
 - (c) Automation/equipment

i. LESSON 9. WEATHER COORDINATOR

- (1) General weather
 - (a) Cold fronts

- (b) Warm fronts
 - (c) Thunderstorms
 - (d) Icing
 - (e) Turbulence
- (2) Weather data available
 - (a) NWS
 - (b) FSS
 - (c) Airlines
 - (d) ASOS
 - (e) LAWRS
 - (f) TDWR
- (3) Impact of weather on
 - (a) Airspace
 - (b) Traffic
 - (c) Airport Acceptance Rate (AAR)
 - (d) Monitor Alert parameter (MAP)
- (4) Local procedures and Weather Coordinator responsibilities
 - (a) Dissemination procedures
 - (b) ATCSCC notifications
 - 1 Severe thunderstorms
 - 2 Severe icing
 - 3 Severe turbulence
- (5) Equipment use
 - (a) WARP/TMBT
 - (b) TDWR

j. LESSON 10. MISSION COORDINATOR

- (1) Airspace
 - (a) Air Traffic Control Assigned Airspace (ATCAA)
 - (b) Alert areas
 - (c) Controlled Firing Area (CFA)
 - (d) Military Operations Area (MOA)
 - (e) Restricted Areas
 - (f) Warning areas
 - (g) Prohibited areas
- (2) Military Training Routes (MTR)
 - (a) IR
 - (b) VR
 - (c) SR
- (3) Aerial Refueling (AR)
- (4) Altitude Reservation (ALTRV)
 - (a) Stationary
 - (b) Moving
- (5) Scheduling procedures
- (6) Notification procedures
- (7) Coordination/documentation
- (8) Letters of Agreement (LOA)
- (9) Impact on NAS
- (10) Security/sensitive documents
- (11) Briefings

- (12) Scramble procedures
- (13) STU III/DSN phone system
- (14) Opening/closing procedures
- (15) Central Altitude Reservation Function (CARF)

k. LESSON 11. CONTINGENCY PLAN

- (1) National
- (2) Regional
- (3) Local

l. LESSON 12. ADMINISTRATIVE AND OTHER DUTIES

- (1) Computer entries
- (2) Briefings
- (3) Telcons
- (4) NTAPs
- (5) DARTs
- (6) Opening/closing procedures
 - (a) Sectors
 - (b) TRACONs
 - (c) TMU
- (7) ATOMS

3. EVALUATION: Although Course 55116, Part A, is not pass/fail, end-of-lesson and end-of-course examinations may be developed and administered at the facilities discretion. If used, these examinations could determine the need for additional training.

4. **REFERENCES:** May include, but are not limited to, the following:

- Post
- a. FAA Order 1900.46, Traffic Management Contingency Plan
 - b. FAA Order 1910.12, Air Traffic Control System Command Center Contingency Command
 - c. FAA Order 7110.65, Air Traffic Control
 - d. FAA Order 7210.3, Facility Operation and Administration
 - e. FAA Order 7210.38, Center Weather Service Unit (CWSU)
 - f. FAA Order 7610.4, Special Military Operations
 - g. National Route Program Order/Notice
 - h. Enhanced Traffic Management System (ETMS) ASD Tutorial
 - i. Enhanced Traffic Management System (ETMS) ASD Reference Manual
 - j. ETMS Site Program Bulletins
 - k. ETMS System Administration Manual
 - l. ATCSCC Order 7200.4, Severe Weather and National Route Management SOP
 - m. Yearly State-of-the-System Reports
 - n. Performance Measurement System For Major Airports Report
 - o. Local Orders and SOPs
 - p. FAA Order 7210.55, Operational Data Reporting Requirements
 - q. AC 00-6A, Aviation Weather

SECTION 4. FACILITY TRAFFIC MANAGEMENT QUALIFICATION AND CERTIFICATION (COURSE 55116 PART B)

GENERAL: The purpose of Course 55116, Part B, is to qualify the TMSIT to perform the full range of duties and attain certification on all Traffic Management positions of operation within the facility.

Part B of Course 55116 is administered on a pass/fail basis. The TMSIT shall pass a certification evaluation for each Traffic Management position of operation in the facility.

PREREQUISITE:	Completion of Course 55116, Part A.
LOCATION:	Field Facility.
TRAINING LENGTH:	Determine OJT hours for each operational position as described in FAA Order 3120.4. NOTE: In order to insure maximum use of personnel resources, OJT at ARTCCs and Terminals should be completed within 10 weeks. At the ATCSCC, OJT should be completed within 18 weeks.
ADMINISTRATION:	OJT is conducted in accordance with Order 3120.4. EXCEPTION: Due to the structure of most Traffic Management Units, the training team concept may not be practical. However, it is recommended that training teams be used whenever feasible and at a minimum one OJTI should be assigned to each TMSIT.

1. PART B. LESSON OBJECTIVE: The TMSIT will be able to perform all required Traffic Management duties and responsibilities under general supervision.

a. JOB FUNCTIONS: Through OJT, the TMSIT will be able to: (Because of fundamental differences in operation among TRACONs, towers, and ARTCCs, the following job functions may not apply to all facilities.)

- (1) Use the Traffic Management Workstation (TMW).
- (2) Use the Traffic Management Briefing Terminal (TMBT).
- (3) Use the Traffic Management PVDs.
- (4) Use communication equipment.
- (5) Use any other equipment normally employed by facility Traffic Management Specialists.
- (6) Monitor and analyze air traffic operations.
- (7) Develop and implement traffic management programs and procedures necessary to regulate and balance arrival, departure, and en route traffic flows.
- (8) Develop strategies to ensure maximum use of airspace.
- (9) Analyze and implement traffic management initiatives requested by facility personnel, adjacent facilities, and the ATCSCC.
- (10) Periodically review and, as necessary, modify or cancel traffic management initiatives.
- (11) Perform the duties of the Mission Coordinator including, but not limited to, processing ALTRVs and other missions, handling and disseminating requests for Special Use Airspace, acting as a trusted agent, and serving as a liaison between the military and the facility.
- (12) Perform the duties of the Weather Coordinator including, but not limited to, collecting and/or disseminating PIREPs, SIGMETs, Center Weather Advisories, Meteorological Impact Statements, and other weather data.
- (13) Establish and maintain effective and cooperative communication with intra/interfacility personnel.
- (14) Document, maintain, and distribute accurate and timely records.
- (15) Conduct and receive proper position relief briefings.
- (16) Describe the duties of the Traffic Management Coordinator in Charge (TMCIC).

2. INSTRUCTIONS FOR COMPLETING THE TMU OJT INSTRUCTION/EVALUATION REPORT FAA FORM 3120-32.

3. INTRODUCTION: This appendix contains instructions for completing FAA Form 3120-32. This form shall be used by instructors, OJTIs, and Supervisory Traffic Management Coordinators to record their observations of the performance and progress of the TMSIT during laboratory control problems, OJT instruction, skill enhancement training, and skill-check sessions. FAA Form 3120-32 may be used to document OJF. A copy of the form is provided on pages 28 and 29 of this appendix.

4. USING THE WORKSHEET: Complete the following items. Block numbers correspond to the numbered blocks on the worksheet.

Block 1 **NAME:** Print TMSIT's last name, first name.

Block 2 **DATE:** Enter month, day, year.

Block 3 **POSITION(S):** Enter position(s) of operation on which training or skill check is being performed.

Block 4 **WEATHER:** Record description of weather as VFR, MVFR, or IFR. Check the one box most representative of the session. Conditions that impact training should be noted in Block 12.

Block 5 **WORKLOAD:** Check description of workload. Check the one box most representative of the session.

Block 6 **COMPLEXITY:** Check description of complexity of operations. Check the one box most representative of the session. Note any unusual situations or occurrences that impact training in Block 12.

Block 7 **HOURS THIS SESSION:** Enter actual clock hours and minutes for this session.

Block 8 **HOURS (%) THIS POSITION:** Enter total clock hours and minutes spent in training on this position. Include this session. As an option, enter percent of allotted hours expended so far for this position.

Block 9 **PURPOSE OF REPORT:** Check appropriate purpose of report on the form. Check "OJT" for any activity that is counted as part of the assigned training time. Indicate "Other" if used for skill enhancement training and document specific use in Block 12. Indicate "Simulation" if simulation laboratory is used. The supervisor checks "Evaluation" if administering a performance skill check or "Certification" if administering a certification skill check.

Block 10 **ROUTING:** According to facility requirements.

Block 11 PERFORMANCE: Block 11 consists of the performance section. This section contains critical job elements (CJEs), job function categories, and job functions used as a basis for instructing and evaluating the TMSIT. Users of this form should review the definitions of all job functions and their respective performance indicators in the attached checklist. These descriptions are guidelines to be used by all participants involved in OJT to ensure that what is expected is mutually understood. This checklist is not all-inclusive and is not meant to limit the duties to be reviewed. The job function category entitled "Other" is intended for local use an adaptation.

a. OJTIs place check marks in the columns "OBSERVED" and "COMMENT" as follows:

(1) **OBSERVED:** A check mark in this column indicates that the operation or procedure was observed during the period, but that no significant comments are made.

(2) **COMMENT:** A check mark in this column indicates that the operation or procedure was observed during the period and is accompanied by a referenced comment in Block 12.

b. The supervisor who conducts the skill check uses the columns "SATISFACTORY", "NEEDS IMPROVEMENT", and "UNSATISFACTORY". OJTIs do not make check marks in these columns since these terms are evaluative. The terms are defined as follows:

(1) **SATISFACTORY:** A check mark in this column indicates that the TMSIT's observed performance this session meets expected performance requirements and indicates that the TMSIT demonstrates the ability to work independently for this performance item. Examples of exemplary performance and specific comments, along with suggestions for improvement, shall be stated in Block 12 of the form for each job function indicated.

(2) **NEEDS IMPROVEMENT:** A check mark in this column indicates that the TMSIT's observed performance is acceptable at this stage of training, but must improve in order to meet expected performance. Specific comments, along with suggestions or requirements for improvement, shall be stated in Block 12 of the form for each job function indicated.

(3) **UNSATISFACTORY:** A check mark in the column indicates that the TMSIT's observed performance is unsatisfactory at this stage of training. Suggestions and recommendations for correcting each unsatisfactory job function must be stated in Block 12, except at the 100 % level.

c. To certify on a skill check, all applicable items must be marked satisfactory or "N/O" (not observed). If an item is marked "N/O", Block 12 must indicate that the TMSIT has demonstrated satisfactory performance/knowledge for that job function. If necessary, verbal questioning, simulation, or other methods may be used to demonstrate knowledge of a job function when not observed. (Any check mark in the "UNSATISFACTORY" column constitutes a failure of the skill check or certification and must be documented in Block 12.)

d. If a job function is not applicable to a position being observed, it should be recorded as "N/A" (not applicable).

Block 12 COMMENTS: Used by the OJTI or by the supervisor who conducted the skill check, the comment block provides space for the documentation of the TMSIT's performance during OJT instruction or skill check sessions.

a. OJTI'S USE OF THE COMMENT BLOCK: This block is used by the OJTI to document an observation when a check mark is made in the "Comment" column on the front of the form. The OJTI shall sign and date this block. The comments:

- (1) May be specific or general.
- (2) May include exemplary, noteworthy, or unusual events.
- (3) Shall describe any observed performance deficiencies. In the case of performance deficiencies, or when improvement is needed in a specific area, references shall be made to applicable procedures, letters of agreement (LOAs), orders/directives, etc.

b. SUPERVISOR'S USE OF THE COMMENT BLOCK: This block shall be used by the supervisor who conducted the skill check to:

- (1) Document performance/progress.
- (2) Describe performance rated as "Needs Improvement" or "Unsatisfactory" and list references to specific procedures, LOAs, or directives that should be reviewed by the TMSIT so that the performance problem may be corrected.

c. Recommend one of the following:

- (1) Continuation of OJT
- (2) Skill enhancement training
- (3) Suspension of training
- (4) Certification

d. The supervisor shall sign and date this block.

Block 13 EMPLOYEE'S COMMENTS: This block may be used by the TMSIT for making comments pertaining to the training period or skill check, or for making general comments regarding training. Sign and date. A signature does not necessarily indicate concurrence with the report, only that the report has been discussed with the TMSIT.

Block 14 CERTIFICATION: This block is used by the supervisor to document position certification/recertification. Record position of operation, sign, and date.

TRAFFIC MANAGEMENT COORDINATOR OJT INSTRUCTION / EVALUATION REPORT

1. Name		2. Date		3. Position(s)	
4. Weather <input type="checkbox"/> VFR <input type="checkbox"/> MVFR <input type="checkbox"/> IFR		5. Workload <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		6. Complexity <input type="checkbox"/> Routine Not Difficult <input type="checkbox"/> Occasionally Difficult <input type="checkbox"/> Mostly Difficult <input type="checkbox"/> Very Difficult	
7. Hours this session					8. Hours (%) This Position
9. Purpose <input type="checkbox"/> OJT <input type="checkbox"/> Certification <input type="checkbox"/> Other <input type="checkbox"/> Evaluation <input type="checkbox"/> Recertification <input type="checkbox"/> Skill Enhancement					
10. Routing					
11.	CJE	Job Function Category	Job Function	Observed	Comment
Performance	Operating Methods and Procedures	A. Effective Judgment	1. Awareness is maintained		
			2. Good judgment is applied		
			3. Aware of controller and system user requirements		
			4. Handles unusual situations		
		B. Methods and Procedures	5. Monitors system		
			6. Programs/initiatives are implemented correctly		
			7. Efficient traffic flow is maintained		
			8. Takes prompt action to correct deficiencies		
			9. Data is handled correctly		
		C. Equipment	10. Equipment capabilities are fully used		
			11. Equipment malfunctions recognized		
			12. Computer entries are complete/correct		
	Communication	D. Communication / Coordination	13. Required coordination is performed		
			14. Coordination is thorough, clear, and concise		
			15. Cooperative, professional manner is maintained		
			16. Relief briefings are complete and accurate		
E. Other					

**TRAFFIC MANAGEMENT COORDINATOR
OJT INSTRUCTION / EVALUATION REPORT****12. Comments**

Signature: _____ Date: _____

13. Employee's Comments:This report has been discussed
with me (signature): _____ Date: _____**14. Certification**I certify that this employee meets qualification requirements for position and is capable of working
under general supervision.

Signature of Certifier: _____ Date: _____

TRAFFIC MANAGEMENT JOB FUNCTIONS AND INDICATORS FOR THE OJT INSTRUCTION/EVALUATION REPORT

JOB FUNCTION CATEGORY: EFFECTIVE JUDGMENT

Job Function	Indicator
1. Awareness is maintained.	<ul style="list-style-type: none"> a. Maintains awareness, and keeps appropriate personnel aware of: total traffic situation, current and forecasted weather conditions, Traffic Management programs/initiatives and equipment status. b. Remains alert for possible situations which may effect traffic flows. c. Manages saturation or traffic flow problems.
2. Good judgment is applied.	<ul style="list-style-type: none"> a. Adheres to priority of duties. b. Actions are planned in a complete, correct, and timely manner to provide a safe, orderly, expeditious, and economic flow of traffic. c. Ensures traffic management programs/initiatives are necessary prior to implementation. d. Manages traffic in a manner which avoids inefficiencies and unnecessary delays.
3. Aware of controller and system user requirements	<ul style="list-style-type: none"> a. Uses traffic management initiatives which consider field facilities/controllers, users, and other traffic management specialists. b. To the extent that safety is not compromised, ensures the user is accommodated while maintaining equity of access among all users. c. Listens and responds to controller/supervisor requests. d. Listens and responds to user requests and offers advice or recommends options.

JOB FUNCTION CATEGORY: EFFECTIVE JUDGMENT (Continued)

Job Function	Indicator
4. Handles unusual situations.	<ul style="list-style-type: none"> a. Reacts appropriately to adverse situations. b. Ensures decisions are based on known facts and data. c. Investigates and analyzes situations to determine an effective course of action. d. Requests assistance when workload dictates.

JOB FUNCTION CATEGORY: METHODS AND PROCEDURES

Job Function	Indicator
5. Monitors system.	<ul style="list-style-type: none"> a. Understands job functions and analyzes conditions which may impact the system. b. Proactively manages system constraints.
6. Programs/initiatives are implemented correctly.	<ul style="list-style-type: none"> a. Makes a proper assessment of the situation and provides a valid justification for the program or initiative. b. Properly plans using reliable and accurate data. c. Considers other options. d. Actions are timely and correct. e. Organizes processes of implementation into logical sequences. f. Administers and cancels traffic management initiatives and programs.

JOB FUNCTION CATEGORY: METHODS AND PROCEDURES (Continued)

Job Function	Indicator
7. Efficient traffic flow is maintained.	<ul style="list-style-type: none"> a. Considers present and forecasted traffic to determine if an overload may occur and takes appropriate action to prevent or reduce the impact. b. Considers traffic mix and aircraft characteristics to ensure an orderly traffic flow is maintained. c. Manages departing, arriving, and en route traffic flows effectively and efficiently to ensure traffic volume is manageable.
8. Takes prompt action to correct deficiencies.	<ul style="list-style-type: none"> a. Recognizes when an error has been made and takes prompt action to correct the error. b. Uses alternate strategies, as necessary, in a timely and efficient manner.
9. Data is handled correctly.	<ul style="list-style-type: none"> a. SIGMETs, CWAs, AND MISs are disseminated correctly. b. PIREPs are properly written, recorded, and disseminated. c. Handling, use, and disposition of sensitive/classified documents is correct. d. Collects and disseminates traffic management information, equipment outages, and other data as necessary. e. Posts all required information appropriately. f. Ensures documentation reflects actual system performance. g. Operational information is documented in a correct and timely manner.

JOB FUNCTION CATEGORY: EQUIPMENT

Job Function	Indicator
10. Equipment capabilities are fully used.	<ul style="list-style-type: none"> a. Uses equipment to fullest extent possible. b. Demonstrates knowledge of capabilities and limitations of equipment. c. Enters all required data into computer for area display. d. Displays appropriate area of responsibility on PVD and ASD. e. Adjusts displays appropriately. f. Demonstrates ability to retrieve information from all available equipment sources. This may include, but is not limited to, the TMW, MWP/TMBT, DOTS, and telecommunications equipment.
11. Equipment malfunctions recognized.	<ul style="list-style-type: none"> a. Recognizes equipment malfunctions and uses appropriate methods to restore equipment to operational status if possible. b. Reports equipment outages to appropriate personnel if restoration to operational status is not possible. c. Equipment status information is understood and posted correctly.
12. Computer entries are complete/correct.	<ul style="list-style-type: none"> a. Uses correct computer entries. b. Is aware of equipment peculiarities.

JOB FUNCTION CATEGORY: COMMUNICATION/COORDINATION

Job Function	Indicator
13. Required coordination is performed.	<ul style="list-style-type: none"> a. Informs appropriate facilities, users, and other traffic management personnel of significant events and information in a timely manner. b. Coordinates traffic management initiatives and/or special instructions in a proper and timely manner. c. Provides justification for actions when necessary. d. Coordinates with available weather sources as appropriate. e. Directs messages to appropriate personnel.
14. Coordination is thorough, clear, concise.	<ul style="list-style-type: none"> a. Relays only pertinent, necessary, and accurate information. b. Ensures coordination is complete and clarifies any misunderstood information. c. Pronunciation is clear. Speech rate is moderate. d. Does not coordinate separate messages when it would be more effective to combine information. e. Appropriate communications method is used.
15. Cooperative professional manner is maintained.	<ul style="list-style-type: none"> a. Conveys the image of a skilled, capable professional to others. b. Is courteous, tactful, and displays a spirit of cooperation. c. Remains calm and displays a positive attitude under adverse conditions. d. Negotiates in a professional manner. e. Is receptive to suggestions for improvement from instructor/supervisor. f. Does not use abusive or profane language.

JOB FUNCTION CATEGORY: COMMUNICATION/COORDINATION (continued)

Job Function	Indicator
16. Relief briefings are complete and accurate.	<ul style="list-style-type: none">a. Follows approved checklist when exchanging information and both individuals acknowledge the positive transfer of responsibility.b. Ensures that questions about the operation of the position are resolved before transfer of responsibility is completed.c. Communicates pertinent status information including traffic management initiatives, weather information, and system situation.d. Signs on/signs off the position as appropriate.